

## Assessing the GovInfo User Experience – Chat log

Jen` Kirk -> All Participants: Thank you to the presenters!

Ester McShepard -> All Participants: Thank you

Anne Zald -> All Participants: Yian - cannot hear you

Aimee Quinn -> All Participants: +1 Charlie

Anne Zald -> All Participants: No audio

Anne Zald -> All Participants: YES !! Thank you

Anne Zald -> All Participants: Keep going

Scott Matheson -> All Participants: Back two /i think

Mark Ames -> All Participants: Yes

Sanga Sung -> All Participants: Yes!

Sara Caldwell -> All Participants: Yes

Sheila Dorsey -> All Participants: yes

Daniel Cornwall -> All Participants: yes

Pradeep jutur -> All Participants: can this be recorded ?

Kelly Seifert -> All Participants: Yes, this is being recorded. Recordings will be sent to all registrants and will also be available here: <https://www.fdlp.gov/training-tags/124>

Pradeep jutur -> All Participants: Thanks you

Daniel Cornwall -> All Participants: If this gets repeated, a public librarian persona would be helpful.

Tekla Slider -> All Participants: +1 Daniel

Sarah Dobransky -> All Participants: Ditto Daniel

David Walls -> All Participants: Hi Daniel. We did reach out to several coordinators from public libraries and asked them to participate in the project. None responded.

Daniel Cornwall -> All Participants: Thanks David. Appreciate you tried.

Aimee Quinn -> All Participants: +1 James

Kathy Hale -> All Participants: You might also try some of the State Libraries. They get a different type of user.

Tekla Slider -> All Participants: That's an excellent recommendation.

Laura Gricius-West -> All Participants: YES!!!!

Jennifer Morgan -> All Participants: Oooh, bread crumb trail -- yes!

Malea Walker -> All Participants: Yes to bread crumbs!

Charlie (she-her) Amiot -> All Participants: These are great suggestions.

Anne Zald -> All Participants: +1 to these recommendations!! Great work team Black-Oak

Charlie (she-her) Amiot -> All Participants: Muted?

Daniel Cornwall -> All Participants: Yes to search within, and yes to everyone who's said all good recs so far.

Brian Garrison -> All Participants: Great work. Go Blue!

Daniel Cornwall -> All Participants: Appreciate the reflection points!

Anne Zald -> All Participants: So sorry to lose a member of the team - its clear you all worked well together!!

Lori Thornton -> All Participants: Thank you for this assessment! your team did a great job!

Janelle Breedveld -> All Participants: Wonderful recommendations, thank you

Charlie (she-her) Amiot -> All Participants: This was fantastic! My question is how soon can we see some of these changes implemented! Well done, all.

Aric Ahrens -> All Participants: Well done!

Elizabeth McDonald -> All Participants: Very interesting

Lynde Roberts -> All Participants: Excellent improvements! Great job!

Rhonda Murphy -> All Participants: Thank you!

Amy Laub -> All Participants: Great job and great recommendations!

Daniel Cornwall -> All Participants: Great work. Thank you!

Carolyn Ottoson -> All Participants: Excellent recommendations!

Anne Zald -> All Participants: Has there been any analysis of who are the users of Govinfo.gov (other than librarians)? What the mix might be of "civilians" vs librarians?

Cindy Etkin -> All Participants: Thank you Yian, Xilei, Zehan, and Haoting for your UX work on GovInfo, and for sharing what you learned with the depository library community! Terrific work and presentation!

Janelle Breedveld -> All Participants: Is there a timeline from govinfo.gov on next steps?

Elizabeth McDonald -> All Participants: How much time overall did the project take

Mark Ames -> All Participants: Thanks!

Jennifer Morgan -> All Participants: Thank you Team Black Oak!

Barbara Levergood -> All Participants: Did anyone on the Black-Oak team have previous experience with govinfo or with government information before beginning this project?

Perveen Rustomfram -> All Participants: Great work! Excellent recommendations!

Thomas Rohrig -> All Participants: Thank you for this in-depth dive!

Janet Gutierrez -> All Participants: So important to know how our patrons use a website and how to improve it; thanks for the suggestions

Sarah Dobransky -> All Participants: Those are all great recommendations!

Anne Zald -> All Participants: This may be more for David - Has there been any analysis of who are the users of Govinfo.gov (other than librarians)? What the mix might be of "civilians" vs librarians?

Charlie (she-her) Amiot -> All Participants: How did user maps handle people who just like clicking?

Charlie (she-her) Amiot -> All Participants: @Anne, I like the idea that librarians aren't simply citizens! XD

Rick Mikulski -> All Participants: In my anecdotal experience, some faculty will sometimes send students to JSTOR as "the" database for finding digital material, even if it is very much the incorrect resource. I had a colleague, admittedly some years ago, who called All databases "JSTOR" so I wouldn't be surprised if students/users are sometimes misdirected to Jstor for govdocs too. (That professor charming called it "The Jstor" every time)

Bruce Pencek -> All Participants: Internet Archive and Hathi (mentioned in the early session) would be closer, parallel competitor (and \_their\_ user experiences certainly need help!). Then there's VoxGov....

Becki White -> All Participants: Could other users be attracted by a "give us input" button on the home page of GovInfo, leading to a quick survey?

Anne Zald -> All Participants: I don't put any blame on the Team for the limitations on their participants in the study!!

Sarah Dobransky -> All Participants: I'm sure that library school students would be good because not all of them will go on to be government librarians, and are still in the learning phase of electronics resources.

Helen Levenson -> All Participants: What is the current status of these recommendations? Do we know if they will be implemented?

Anne Zald -> All Participants: I love having librarians listened to!!!

Charlie (she-her) Amiot -> All Participants: Clinking around randomly. I just click when I'm bored.

Charlie (she-her) Amiot -> All Participants: So I click as I read things, but I don't mean anything by it.

Charlie (she-her) Amiot -> All Participants: Cool, thank you!

Lisa LaPlant -> All Participants: <https://www.surveymonkey.com/r/govinfo-feedback-survey>

Angela Bonnell -> All Participants: Thank you for such a great presentation!

Kris Abery -> All Participants: Thank you. Great project

Aimee Quinn -> All Participants: Big thank you for such a great project!

Dominique Hallett -> All Participants: great presentation

Jen` Kirk -> All Participants: Thank you to the team for your work!

Rick Mikulski -> All Participants: Great job!

Ashley Dahlen -> All Participants: The next session will be, "DLC Open Forum", and will begin at 3:15 Eastern.